

**JOB POSTING**  
**BOYLSTON MUNICIPAL LIGHT DEPARTMENT**  
**Accounts Receivable / Customer Service**

**GENERAL SUMMARY:**

Under general supervision of the Office Manager and Light Department Manager, performs a range of customer service and customer relations duties as well as daily processing of receivables. Full time, 35 hours a week, M-F 8am-4 pm.

**DUTIES AND RESPONSIBILITIES:**

- Manually process daily customer payments into the billing system, and reconcile monthly bank statements.
- Answer phones, take messages and greet walk-in customers for both Boylston Light Department and Boylston Water District.
- Facilitate customer inquiries, process applications for service connects and disconnects, and create service orders for line crews.
- Assist with month end billing.
- Maintains a variety of correspondence files related to customer service.
- Communicate and coordinate with colleagues as necessary.
- May be required to perform other duties or functions as needed or assigned.
- Confidentiality is a must.

**SPECIAL FUNCTIONS:**

May be required to work overtime, weekends and overnight hours during emergency operations.

**SKILLS, ABILITIES & REQUIREMENTS:**

- Computer literacy, familiarity with Windows software applications and a working knowledge of Microsoft Excel are required.
- Minimum qualifications include a High School Diploma and one to three years clerical office experience.
- Maintaining a positive, empathetic and professional attitude toward customers at all times and assist customers when they are stressed or upset.
- Ability to multi-task, prioritize and manage time effectively while being frequently interrupted throughout the day.
- Ability to maintain open communication and work collaboratively.

Please submit Application\*, and resume by **November 20, 2021** to:

Boylston Municipal Light Department  
C/o General Manager  
PO Box 753  
Boylston, MA 01505  
Or Email to: [mbarakian@boylstonlight.org](mailto:mbarakian@boylstonlight.org)

\* Applications can be found on the Town of Boylston website under Light Department or at the Light Office 16 Paul X. Tivnan Drive, Boylston MA.